

ITN[®]Express

News and Information from the Independent Transportation Network[®]

ITN[®] Volunteer Moves to the Passenger Seat

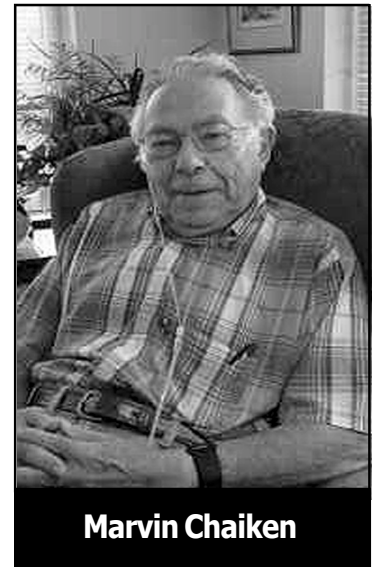
Marvin lowers his voice. "To tell you the truth," he confides, "I've only started limiting my driving because my wife insisted." He grins, then bursts into a chuckle that seems unimpeded by the oxygen tubes trailing from his nose to a portable tank across the room.

"We just celebrated our 61st anniversary." Marvin's smile is like a wink. "Fran was my fraternity brother's girlfriend."

Two weeks ago, Marvin Chaiken began riding as a passenger with the Independent Transportation Network, tapping into an account full of mileage credits that he chose to store during five and a half years as a volunteer driver. This ITN[®] program is called Transportation Social Security. From the spring of 1997 until fall of 2002, Marvin gave rides in the Greater Portland area to seniors and people with visual impairments one or two mornings a week. Now that he has begun to limit his driving, Marvin is using the accumulated mileage credits that he stored during his time as a volunteer to meet his transportation needs.

"My whole career," he says, "I worked in people-oriented positions. Once I retired, there was only one thing to do—give back by volunteering. I became what they call a 'professional volunteer.'"

"One day, I heard an ad on the radio calling for volunteer drivers for something called the Independent Transportation Network[®]. I called them up, they recruited me and gave me a driving test, and I was in. I initially decided that I didn't need the reimbursement, so I stored my credits. And now I'm using them." *continued on page 4*



Marvin Chaiken

Be the solution!

Volunteering for ITN[®]

ITN[®] relies on community support to provide personalized and affordable service. We can't do it without the help of volunteer drivers. Volunteers choose their own schedule and service area. They are also covered by ITN[®]'s insurance and have several reimbursement options. In as little as 3 hours a month, you can make a huge difference in the lives of seniors and the visually impaired in your community. And have a great time meeting some of the most interesting people around—ITN[®] riders!

Please call 854-0505 to get started.

Inside...
Letter From Kathy...Page 2
GilesMiles...Page 3
Annual Meeting...Page 6

A Letter from Kathy...

Dear ITN[®] Friends,

For those unable to attend our annual meeting in September, I'd like to share a little information from the Executive Director's report. First, I am happy to tell you that in fiscal year 2003/2004, ITN[®] delivered 15,274 rides in Greater Portland and finished the year solidly in the black. Our average cost to provide a trip was \$13.81, and the average fare we charged our members was \$7.67. This means that we provided our members an average subsidy of \$5.14 for every trip we delivered. We raise these funds through various activities, such as car donation, the annual appeal, the March of the Members and the Adult Child and Family Membership campaign. We added 180 new ITN[®] members and welcomed 15 new volunteers. Currently, ITN[®] has 1,316 dues-paying members.

ITN[®] is your transportation service and we ask you to help us maintain the high level of service that is our hallmark as we hold the line on expenses. Here are a few ways you can support your ITN[®] volunteers and staff:

- *Flexibility* If your dispatcher asks you to travel a little earlier or a little later, try to accommodate the request. We *never* want you to be late or to miss an appointment, but some rides, such as grocery shopping, can be moved a little one way or the other. Such accommodation helps us handle peak demand and better serve everyone who wishes to travel.
- *Community Connections* The single most important thing you can possibly do to support the ITN[®] is to help us connect to the community so we may add to our volunteer staff. If you can suggest anyone at your church or synagogue, community organization or club who might help us reach out to new volunteers, it would be an enormous help.
- *Join* Chances are you or someone you love has used or needed ITN[®] at sometime. Please join us if you are not already a member, or if your membership has lapsed. Your \$35 annual dues help to support this service for everyone using it now, and everyone who will need it in the future.

We sincerely appreciate your help in these three key areas as we move toward the 10th anniversary of ITN[®]'s first ride in 2005.

My very best regards, *Kathy*

ITN[®] and the City of Portland Announce “GilesMiles”

Anyone who rides regularly with ITN[®] knows Martha Giles. A volunteer driver since 1996, Martha has given more than 8000 rides over the years, and driven over 71,000 miles for ITN[®]. That’s enough to go around the world more than two and a half times. Martha has given her time and her energy to ITN[®], and now she is giving her mileage credits to help low-income riders in Portland.

Like Marvin Chaiken (see cover article), Martha has been saving her unoccupied mileage credits in her personal transportation account, as Transportation Social Security for when she begins to limit her own driving. In her many years of service, Martha has accumulated more than 33,000 miles in that account. Although she is saving some of these miles for her own use down the road, Martha is offering to donate 500 miles to Portland’s Community Road Scholarship Program for each new volunteer driver in the city who steps forward to support low-income seniors with his or her own mileage credits. This matching donation program is called GilesMiles.



Photo: Stuart Smith Photography

Special thanks to Portland City Councilor Cheryl Leeman for sponsoring a September 20th Portland City Council Proclamation honoring Martha and her extraordinary service. The proclamation was delivered by Mayor Nathan Smith, and Martha received a standing ovation from the City Councilors. The Portland Community Television Network will be airing a segment on GilesMiles and ITN[®] as part of their Portland Profiles show throughout the month of October.

ITN[®] Snapshots

What some of our members have been up to



Harold Zagorin and friends enjoy a night out at a music festival.



Harriet Tibbals and Miriam Patterson take in the nice weather.

ITNAmerica™

has launched a brand new website! Keep up to date on all the news:

www.itnamerica.org

PASSENGER SEAT continued from page 1

For four and a half years, Marvin devoted a few hours every week to carting ITN[®] riders around in his two-door coupe. "ITN[®] put me close to people, and most often they were very appreciative." Marvin was involved with many other volunteer activities at the time, but over the years, the time that he made every week for ITN[®] amounted to a sort of Social Security fund for his own transportation down the road.

In the fall of 2002, Marvin started experiencing breathing difficulties. He was hospitalized, and underwent orthoscopic heart surgery. The doctor told Marvin that he could still drive to meet his own needs, but that he would do best to hang up his ITN[®] key chain. Although Marvin is no longer volunteer driving, he has maintained his involvement in the organization. He renews his ITN[®] membership every year, attends each annual meeting, and "keeps in touch."

"ITN[®] put me close to people."

-Marvin Chaiken

To satisfy Fran, Marvin is beginning to use ITN[®] to get to meetings when traffic is heavy, or when parking close enough to tote his oxygen tank will be a problem. Most often, he rides with ITN[®] to his volunteer activities with SCORE and the American Red Cross. "It's a treasure," he says of his stash of ITN[®] miles.

Marvin has even sold his car through ITN[®]'s Car Trade program, which helps riders to sell their vehicles, and banks the money as credits in their ITN[®] accounts to put towards rides. "Owning two cars is no longer an economical idea for me and Fran. We only need one car. With some scheduling, one is enough. We can put the value of the second car towards rides, and save on the insurance, registration, garage rental [in our independent living facility], and repairs."

When asked whether the transition from driving with ITN[®] to riding with ITN[®] has changed his view of the organization, Marvin says, "No, riding has confirmed what I already knew about ITN[®]." He chuckles again. "Now I just try to avoid being a navigator."

ITN[®] Welcomes New Volunteers!

Peter Arsenault	Rep. Darlene Curley
Charity Blackburn	Susan Goldberg
Jean Bugbee	Jane Kushner
Tom Carter	Alice Larsen
Penny Cole	Jen Spear

New Billing Statements in November

Thank you to all who filled out our customer service survey and to those who participated in the focus groups. Look for samples of our new, user-friendly billing statement in November, developed with input from the focus groups. Please send us your feedback on the new bill format; ITN[®] is your service.

We Thank these Sponsors for making this issue of *ITNExpress* Possible!



Terry Brown
*Listing Specialist
Graduate, Realtor Institute
Accredited Buyer Representative
Senior Real Estate Specialist*



Jean Bugbee
Associate Broker



Vicki Cantrell
Real Estate Consultant



Statie Luxton
Associate Broker



Dick Sproul
*Graduate, Realtor Institute
Senior Real Estate Specialist*



.....
**ITN[®] and ITNAmerica[™]
Winner of 2004 Archstone Award**

In recognition of the pressing need for a solution to the transportation needs of older Americans, the Gerontological Health Section of the American Public Health Association has selected the Independent Transportation Network[®] and ITNAmerica[™] as the winner of the 2004 Archstone Foundation Award for Excellence in Program Innovation. The award was established in 1997 to identify best practice models in the field of health and aging.

Did you know?

The Portland Public Library will deliver reading materials to homebound residents of Portland. Call 871-1700 ext. 717 for more information.

**What's the Difference
Between CarTrade[™] and
GIV-A-CAR[™]?**

CarTrade[™] is a great way for ITN[®] members to trade in a vehicle for ITN transportation credits, for use by themselves or a loved one. GIV-A-CAR[™] is perfect for anyone wanting to donate their vehicle to a charitable organization.

By contributing to ITN[®] through these programs, you help support safe mobility for seniors, and you may be eligible to claim a contribution on your taxes.

Please call (207) 854-0505, or email bverrill@itninc.org.

Report on the 9th Annual Meeting of the Members

The 2004 Annual Meeting of the Members, held in the State of Maine Room at Portland City Hall on September 10, was a great success. With an audience of riders, volunteers, ITN[®] staff, and the Board of Directors, the meeting was presided over by Chairman Orlando Delogu.

Congressman Tom Allen, the meeting's guest speaker, praised ITN[®]'s efforts, its volunteers, and community support for senior transportation. Congressman Allen commented on the earmark process through which ITNAmerica[™] is seeking federal funds for the national rollout, noting that the costs of the War on Terror

made such resources scarce, but promising to push for the earmark in the House of Representatives. Senator Olympia Snowe sent her regards in a letter of support, which Executive Director Kathy Freund read at the opening of the meeting.



Congressman Tom Allen speaks at the Annual Meeting in the State of Maine Room



Executive Director Kathy Freund presents the Volunteer of the Year Award to Joan Peet

Chairman Orlando Delogu and Treasurer Mark Filler discussed ITN[®]'s progress since the end of FTA funds for the model project in Maine three years ago. The Board was pleased to report that ITN[®] has remained in the black for the last fiscal year, and is in a strong position as we enter the 2004-2005 fiscal year and the celebration of ITN[®]'s 10th Anniversary.

The Annual Meeting was also an opportunity to honor the many volunteers who make ITN[®] service possible. Joan Peet, of Windham, received the 2004 Volunteer of the Year Award. Every speaker mentioned the hard work and dedication of ITN[®]'s volunteers. For a complete list of volunteer awards, see below.

Joan Peet-Volunteer of the Year
Mary Austin-Rider Volunteer of the Year
Debbi Baker-All Star Award
Nancy Caldwell-Longest Anniversary
George Crockett-Volunteer Ambassador
Orlando Delogu-All Star Award
Betty Dyer-Volunteer Ambassador
Martha Giles-Most Miles Driven
Donna Gordon-Big Wheel Award

Janice Gray-Ever Ready Award
Dave Libby-Rock of Gibraltar Award
Terry McKinney-Road Warrior Award
Jerry O'Shea-Volunteer Fireman Award
Derek Payson-All Star Award
Didi Stockly-Ever Ready Award
Bob Traill-Blazer Award
Gina Vardis-Renaissance Volunteer of the Year
John Webster-New Volunteer of the Year

ITN[®] Welcomes New Members!

Rachel Adams
Irving Anzmann
Minnie Askar
James & Judith Brittain
Michael Cardamone
Beatrice Chorney
Ellie Christalow
Priscilla Churchill
June Clark
Eugene DeBor
Andrea DeForte
John & Mildred Deveau
Patricia Donoghue
Carl Eberl

David & Charlotte Farber
Theresa Fox
Esther Hazelwood
Yvonne Hensley
Leland Kenney
Nabile Khany
Jane Kolkhorst
Alice Larsen
Tam Le
Hilda Lund
Virginia Marriner
Joseph Martin
Wilfreda McBrady
Joan Milne

Mary Moriarty
Lilly Nilssen
Robert & Gertrude Ross
Leah Rubin
Frances Smith
Sylvia Smith
Margaret Snow
Edythe Stevens
Maude Storey
Florine Sulka
Jeanne Thomsen
William Wiemert
Morris & Zelda Zack

10 Years and 150,000 rides: Help ITN[®] Raise \$150,000

Please watch your mail for the Annual Appeal, celebrating ITN[®]'s 10 years of service to the Greater Portland community. The Board of Directors asks you to make a special gift this year to honor the effort required to deliver 150,000 door-through-door rides to seniors and the visually impaired. Our goal is to raise \$150,000 to build a sound financial footing for the future.

Your Annual Appeal letter will arrive in early November. If your gift is dated or mailed during Ending Hunger Week, November 19 to 29, Partners in Ending Hunger will match your gift with an additional 10 percent contribution.

The ITN[®] Wish List

- An experienced part-time volunteer bookkeeper
- Digital fax machine
- Digital Camera
- Laser printer
- Office supplies
- Gasoline gift cards
- Portland city atlases
- Windshield wiper fluid
- Engine oil and oil change gift cards
- Car wash tokens
- Frequent flyer miles
- Gift certificates for March of the Members prizes

If you have any of these, or other items you think we'd be able to use, please call (207) 854-0505, and ask for Christie.



90 Bridge St.
Westbrook, ME 04092

U. S. POSTAGE
PAID
NON-PROFIT
PORTLAND, ME
PERMIT #421

Dignified mobility for seniors™

-
- ☐ I am interested in volunteering as a driver or working in the ITN® office.
 - ☐ I am interested in ITN®'s GIV-A-CAR or CarTrade program.
 - ☐ I am interested in becoming a Ride & Shop or Healthy Miles partner.
 - ☐ I know someone who may be interested in ITN®'s services. Please send literature to me.
 - ☐ I am interested in ITN®'s services for myself. Please send literature.
 - ☐ I would like ITN® to speak with my group.
 - ☐ Enclosed is my contribution: \$_____

Name _____

Street _____

City/Town _____ State _____ Zip _____

Telephone _____

Email _____

Mail to:

ITN®

90 Bridge Street
Westbrook, Maine 04092

Call: 207-854-0505

Fax: 207-854-1026

Email: info@itninc.org

Web: www.itninc.org